



# Delaware Department of Insurance 2021 Year in Review Data

## TEAM DOI

- 96 DOI Team Members
- 3 internal promotions

## MISC HEALTH

- \$12.3M in ACA health insurance premiums returned
- 2021 ACA participants saved an average of 53% on premiums, \$1.2M total
- 2 Mental Health Parity Exams, \$635,000 in fines
- 50 COVID-19 and Flu Vaccinations provided

## MISC

- Worked with the General Assembly to pass 14 DOI bills, 30+ insurance-related bills
- Participated in the Insurer Climate Risk Disclosure Survey
- Received and closed more than 30,000 rates and forms
- Workers' Comp: approved 5th consecutive rate decrease
- Workplace Safety: 1,219 companies saving \$7.4M in premiums

## BERG

- 62 Financial Exams completed, 49 Exams in progress
- 136 domestic, 2,007 other companies handled
- \$680.6B of assets managed
- Completed 3,500 other projects

## CONSUMER SERVICES & MARKET CONDUCT

- Managed 3,197 inquiries and complaints, recovered \$691,536.72
- Completed 34 External Appeals and recovered \$63,331.20
- Completed 16 Market Conduct Exams resulting in \$1.2M in fines

## LICENSES

- 207,298 active Resident and non-Resident licenses
- 51,527 are newly licensed

## DMAB

- 5,565 Medicare Counseling Sessions held
- \$521,000 saved for residents
- \$289,278 in grants earned

## CAPTIVES

- Total Active Licenses: 759
- New Applications Received: 70

## FRAUD

- 5 indictments for insurance fraud offenses
- Civil Penalties Collected \$9488

## LEGAL

- 6 Bulletins published
- 3 completed regulations, 2 in progress
- 412 arbitration cases, 274 settled, total awards \$643,412.08